

1504 - TECHNICAL SERVICES MANAGER

NATURE OF WORK

This is responsible professional work, with technical, administrative and supervisory responsibilities in the management of assigned projects within the Computers and Communications Department.

An employee in this classification is responsible for ensuring the trouble free running of all computer software systems for four HP minicomputers and numerous PC's connected via networks or standing alone, supervising Network Administrators/Systems Programmers who are responsible for installing the latest versions of and upgrades to all system software, networks, and software packages and applications, providing training and support to all City employees who use computers, making sure that all computer batch work is done in a timely manner without errors. Supervising three EDP operators who are responsible for running programs that produce the computer generated documents that are used by the City management for managerial purposes and to interface with the employees, the public, businesses, and other branches of government. The incumbent exercises a wide latitude in the use of independent judgement, originality, and professional and technical knowledge.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

Monitors and maintains system performance including the areas of CPU, disk space, data base, and communications.

Maintains system security and monitors.

Installs and updates utilities and provides assistance to the programming and operations staff on their use.

Develops and maintains utilities.

Tests and evaluates utility software and makes recommendations regarding their purchase.

Provides technical expertise to the operations and programming staff in the -areas of the operating system, programming languages, system utilities, peripherals and devices, and communications.

Plans, directs, and controls assigned staff, schedules workloads, resolves conflicts, assists in the selection and evaluation of employees, provides training and administers disciplinary action, as required.

Prepares and presents projects/status reports to higher management.

Develops goals and objectives for area of responsibility.

Assists in developing departmental standards and procedures, and in enforcing City/Departmental policies.

Provides documentation and performs related work, as required.

Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the HP 3000 Computer System and its MPE operating system.

Considerable knowledge of systems analysis, data base management, computer languages and

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programming, and telecommunications and electronic data processing equipment.
Considerable knowledge of current developments in the field of automated data processing technology, and telecommunications.
Considerable knowledge of the communications and data processing needs of City Departments, or the ability to rapidly acquire such knowledge.
Knowledge of the various governmental functions and the typical systems and programming applications required.
Knowledge of supervisory principles and practices.
Knowledge of applicable City, State and Federal laws, rules and regulations pertaining to departmental operations.
Ability to design and implement management information systems. Ability to do system troubleshooting and debugging.
Ability to plan and supervise the work of assigned employees in a manner conducive to full performance and high morale.
Ability to establish and maintain effective working relationships with City officials, other employees, professional groups, vendors, and the general public.
Ability to communicate clearly and concisely, both verbally and in writing, to individuals and to groups.
Ability to determine if departmental standards, goals, and objectives are being met, and to redirect efforts and/or take other corrective action, as necessary.

MINIMUM REQUIREMENTS

Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Mathematics, Public/Business Administration or closely related fields. Full time experience in the analysis and implementation of technology systems in a customer service organization. Extensive experience in managing and directing others, considerable experience in user support and training. Experience may substitute for education on a year-for-year basis.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, some crawling, reaching, and handling, sitting, standing, pushing, and pulling. Occasional lifting or moving of boxes and equipment up to 50 pounds.

SUPERVISION RECEIVED

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General direction is received from the Director, who holds the incumbents responsible for the attainment of desired goals and objectives, the professional management of assigned projects, and for the quality of service to end-users. Incumbents are given wide latitude to exercise independent judgement in resolving day-to-day problems. Work; is reviewed through meetings and reports.

SUPERVISION EXERCISED

Supervision is exercised over a variety of professional, technical and clerical employees with assigned responsibilities in various departmental projects.

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